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**JOB DESCRIPTION**

**Children's Services Passenger Assistant**

**Directorate and Section/Unit:** Business, Environment & Community / Transportation Services

**Scale / Grade:** Scale 1 (SCP 8-9)

**Reporting to:** Passenger Assistant Coordinators and Passenger Assistant Management Officer

**Responsible for:** No supervisory responsibilities

**Main purpose of job:**

To actively escort passengers on transport who will be either vulnerable adults or SEN pupils (many of whom will have mild to severe disabilities) to and from their destination to ensure their comfort and safety.

**Responsibilities, duties and tasks:**

1. To monitor the number of passengers on the vehicle, and ensure that only authorised users travel.
2. To assist/supervise the passenger whilst boarding and alighting vehicles, including pushing and manoeuvring wheelchair users and carrying and lifting bags and luggage as necessary.
3. To ensure that safety standards are maintained at all times by ensuring that doors are properly closed, seatbelts fastened, child seats correctly fitted and child locks in use where appropriate, and wheelchairs are clamped appropriately to secure wheelchair user passengers.
4. To actively assist with the use of passenger lifting equipment where required.
5. To ensure the safe evacuation of the vehicle and supervision of passengers in the event of an emergency, when visibility may be limited by smoke and access via the normal exits may be restricted.
6. To understand and meet any specific need of a passenger, as detailed in the care plan or other instructions provided
7. To ensure that the driver is not distracted by passengers during the journeys made.
8. To act as the communication link between establishments (e.g. day centres, special schools) and parents/carers or other involved persons, as appropriate.
9. To report any specific problems concerning the conduct or behaviour of passengers on the transport to the head of establishment.
10. To convey medication as directed and to ensure safe keeping of all other personal possessions.
11. To deal with minor injuries (i.e. cuts, bruises) and report as appropriate.
12. To effectively deal with sickness and incontinence problems.
13. To take appropriate action where carers/parents are not available to take charge of a passenger (guidance will be provided).

**General Duties:**

1. To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff in their development and training.
2. To undertake such other duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job.
3. To undertake health and safety duties commensurate with the post and/or as detailed in the Directorate’s Health and Safety Policy.

**Contacts:**

In all contacts the postholder will be required to present a good image of the Directorate and the County Council as well as maintaining constructive relationships.

**Internal:** Passenger and Fleet Transport Unit

**External:** Carers/Parents

Establishments

Transport Contractors

**Notes:**

1. This post is subject to a criminal record check under the arrangements established by the Criminal Records Bureau.

* The Council reserves the right to alter the content of this job description, after consultation to reflect changes to the job or services provided, without altering the general character or level of responsibility.
* Reasonable adjustments will be considered as required by the Equality Act 2010.
* The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Council’s Equal Opportunities Policy.

Updated by: VG Date: March 2013